



Falsified Test Answer Sheets by FFS Personnel

Deficiencies with Computer-Based Training and Unescorted Access Process at PNNL

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Introduction (First Issue)

Subject: Falsified Test Answer Sheets

Contractor: Fluor Federal Services (FFS)

DOE Office: Richland Operations Office

DOE Coord: Brian Fiscus

OE Lead: Sharon Hurley



Introduction (Second Issue)

Subject: **Deficiencies with Computer-Based
Training and Unescorted Access Process**

Contractor: **Pacific Northwest National Laboratories
(PNNL)**

DOE Office: **Richland Operations Office**

DOE Coord: **Brian Fiscus**

OE Lead: **Sharon Hurley**



Background

At the time of the event in late 2001, the main electrical switchgear and HVAC controls were being replaced at PNNL's Radiochemical Processing Laboratory (RPL).

FFS personnel were performing this work under the work order process.



Background (cont'd)

In anticipation of certain electrical work and before PNNL issued a work order specific to the electrical work, two FFS electricians and an FFS supervisor initiated the process to gain unescorted access to the RPL facility.

This process required completion of a computer-based training course, including testing on the course. Due to computer design problems with the course, the test had to be completed via hardcopy answer sheet.



Event Description

The FFS supervisor completed the computer-based training course including the written examination. He made a copy of his unsigned test answer and placed the completed unsigned copy on his desk.

The two FFS electricians claimed they completed the computer-based class and experienced difficulty in printing the answer sheet.



Event Description (cont'd)

They found the unsigned completed answer sheet on the supervisor's desk. They made copies and used the completed answer sheet to take the test, coming up with the same answers to the questions as the supervisor including two wrong answers.

FFS management submitted two packages to PNNL requesting unescorted access for the two electricians. The packages included the copied answer sheets for grading by PNNL.



Event Notification (cont'd)

PNNL approved access for the electricians upon receipt of the package from FFS management, rather than on successfully passing of the test.

While grading the tests on October 4, 2001, PNNL identified the questionable answer sheets.

PNNL reported the matter into the NTS on December 18, 2001, as a design problem with the computer-based course, a management problem with granting approval for unescorted access, and an 820.11 matter.

FFS refused to generate an NTS report.



Key Factors in Enforcement Decision

PNNL conducted a thorough review of the matter and took comprehensive corrective actions.

No enforcement action was taken against PNNL.



Enforcement Outcome

OE issued a strongly worded Enforcement Letter to FFS.

The Enforcement Letter required that FFS respond with a statement that it verified the actual implementation and effectiveness of its corrective actions.